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August 15, 2019

Dear Valued Customer,

In the Spring of 2018 our board of directors approved a plan to integrate Lumos Networks and Spirit Communications to form a new Enterprise brand – Segra while at the same time maintaining the “Lumos Networks, A Segra Company” brand in our regulated residential markets. With this transition, each business segment will be better positioned to manage its own operations and investments, and focus on its respective customers.

As a first step to updating our brand, we will be making revisions to our billing system. You may notice a change to your billing logo, and the branding of your online payment interface.

While our name and logo will change over the next few months, our guiding principles for doing business, most importantly *customer first*, will not. Our mission, values and the people who serve you, will remain the same. We will continue to provide the same quality of service you have come to expect. Your satisfaction with our products and services remains our first priority.

Should you have any questions, please contact us at 1-833-GO.SEGRA.

Sincerely,

Segra Customer Advocacy Team

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